

## Denver Report Card

**Englewood** (Store #: 6299)

840 W Hampden Ave Englewood, CO 80110

Created: 7/15/2025

### Personnel

First Impression	A	
Customers are VIPd at their vehicles	F	I didn't see any VIPs
Employees are dressed in approved Big O uniforms	A	
Uniforms are clean and maintained	A	
Employees are well-groomed	A	
Employees are courteous and polite	A	

Comments:

### Exterior

First Impression	A	
Parking lot is clean and free of garbage, cigarette butts, debris	A	Lots of cigarette butts and trash in the parking lot.
Exterior signage is appropriate, in good condition, and visible	A	
Exterior landscaping is well maintained and appealing	A	
Exterior lights are fully functional (both building and signage)	A	
Roadside attention getters	A	
Tires displayed	A	
Old tires are organized in bin	A	
Exterior windows are clean	A	
Window clings are placed appropriately for entrance traffic	A	

Comments:

Marketing/Advertising		
Monthly POPs are current and displayed in appropriate locations	A	Lots of old Popee up for expired sales. Also had a black Friday sticker and a spring super sale sign up.
Staff is aware of monthly promotions	A	
Comments:		

Interior		
First Impressions	A	
Interior is bright, inviting and comfortable	A	
Sales counter is clean and free from clutter	B	
Interior paint is not faded, chipped, or dirty	A	
Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.)	A	
Tire stands and tire inserts are displayed and in good condition	A	
Floor is free from water, mud, dirt, and grease	B	
Lights are functioning, not burnt out or flickering	A	
Midgrade & entry-level tires displayed	A	
Big O brand tires on display	A	
Major brand tires on display	A	
Wheels clean, displayed, and free of dust	C	Displayed but super super dusty.
Balloons in use	F	Balloons!
Comments:		

Restrooms		
Restrooms are clean and in good working order	B	Sink and mirror needed a touchup.
Comments:		

## Shop

**First Impression**

**A**

**Shop is neat, clean, and organized**

**B**

**Customer would feel comfortable  
being brought back in the shop**

**A**

**Appropriate music played**

**B**

**Speed lane in use**

**-**

**Employees in uniform and wearing  
safety glasses**

**C**

I didn't see any safety glasses.

**Covers and floor mats are used**

**F**

**Comments:**